

## ***HEALTH BENEFITS E-NEWS***

Department of Human Resource Management  
*Office of Health Benefits*

*November 1, 2018*

### ***VITALS SmartShopper Mailings Scheduled for All Eligible Participants***

All employees, non-Medicare retiree group members and Extended Coverage (COBRA) participants enrolled in COVA Care and COVA HDHP will be mailed information beginning November 5, 2018, on the VITALS SmartShopper program. Employees will receive a Welcome Mailer providing more details on how the program works and a wallet card for their use. Retiree group members and COBRA participants will receive an introductory letter including Frequently Asked Questions. Links for both pieces are below. Please encourage participants to call the Personal Assistant Team (PAT) at 844-277-8991 if they have questions on the program.

The SmartShopper portal, a program overview, list of “shoppable” health care services, materials and FAQs are on the DHRM website at [www.dhrm.virginia.gov/healthcoverage/healthcoveragesmartshopper](http://www.dhrm.virginia.gov/healthcoverage/healthcoveragesmartshopper).

[Link to Welcome Mailer](#)

[Link to Retiree Group Introductory Letter & FAQs](#)

### ***Immediate Action Required Regarding Dependents Who Lose Eligibility at Year-End***

[BA Memo #18-06](#) sent in September provided instructions and sample letters for communicating with employees and retiree group members whose dependents reach age 26 by the end of the year and will be ineligible for health coverage. It is the responsibility of the benefits administrator to send all the required communications to employees that impact their health benefits. It is crucial that these letters are sent as soon as possible. This will provide plan members as much time as possible to submit requests on incapacitated dependents to the appropriate claims administrator for determination of Adult Incapacitated Dependent status. If you have difficulty accessing the report from HuRMan showing your agency's affected employees, retiree group members and dependents, or need technical support, contact the DHRM Help Desk at [ihelp@dhrm.virginia.gov](mailto:ihelp@dhrm.virginia.gov).

***Please do not reply to this e-mail. You may send inquiries to the Office of Health Benefits mailbox at [ohb@dhrm.virginia.gov](mailto:ohb@dhrm.virginia.gov)***